



Quarterly Proficiency Training Agenda West Tennessee Region

Location: Lowell Thomas State Office Building, Conference Room 3
225 Martin Luther King Jr. Drive
Jackson, TN 38301

Date: March 21, 2017

Reminder: All participants must sign in to receive credit for attendance

Please bring both books of Title 38 CFR and, Federal Benefits for Veterans, Dependents & Survivors Pamphlet to class.

Schedule		
8:00 – 8:30	Opening Remarks/Welcome to Quarterly Training	Regional Director Scott Ziegler
8:30 – 9:15	Introduction/Experience of new TDVS Training Officers.	Michael Rivera
9:15 – 10:15	VA Mission and VA I-CARE Core Values	Michael Rivera
10:15 – 10:30	Break	Michael Rivera
10:30 – 11:15	VA Denials for Service Connected Claims	Michael Rivera
11:15 – 12:15	Direct, Presumptive, and Secondary Service Connection Claims – VA Process	Michael Rivera
12:15 – 1:15	Networking Lunch	Michael Rivera
1:15 – 2:00	VA Topics	Michael Rivera
2:00 – 2:15	Break	Michael Rivera
2:15 – 3:00	What Do You Think You Know	Michael Rivera
3:00 – 4:00	Regional Director Time	Regional Director Scott Ziegler
4:00	Dismissal	